**Chapter 3: Crisis Management: The concept of crisis:**

the concepts of crises varied according to different points of view and different disciplines and the diversity of ideas and opinions of researchers, where the subject of crises is one of the common concerns between administrators, psychologists, sociologists and politicians, which makes it difficult to develop a unified definition accepted by all parties

The crisis is defined as "a humanitarian act or reaction aimed at halting or disrupting activity, or destabilizing a situation, with the aim of bringing about a change in this activity or situation in favor of its mastermind"

**from a social point of view that defines the crisis as** "stopping regular and anticipated incidents, disrupting traditions , necessitating rapid change to restore balance, and to form new habits more appropriate

**from an economic point of view defined as** "interruption in the course of economic growth until production declines or when Real growth is lower than the potential growth

**characteristics:**

So at the beginning of each crisis there is one thing for sure: no one knows exactly what the situation is, but the crisis in general has the following characteristics: surprise, lack of information, escalating events, panic, lack of a quick radical solution

**Types of crises**:

According to the reasons for their occurrence: natural crises and man-made crises

according to the degree of severity: light crises and violent crises

classified according to the rate of repetition: periodic crises

crises non-classification

according to the level of occurrence: crises at the macro level related to the political and security situations energy crisis food crisis

at the micro level: classification according to the degree of impact: crises with a fundamental impact: crisis of power outages from the organization at peak production times marginal crises such as crisis interruption of production of a commodity and then finding an alternative to the degree of impact: crises of main impact: crisis of power outages from the organization at peak production times marginal crises such as crisis interruption of production of a commodity and then finding an alternative Hers quickly.